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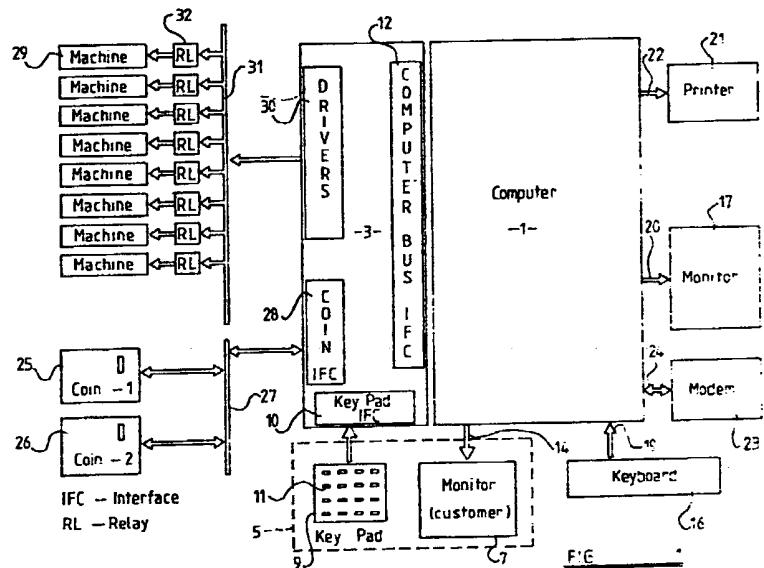
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(56) Documents cited
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(58) Field of search
UK CL (Edition K) G4V VAB VAK VAL
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(54) Customer service system with centralised payment means

(57) A launderette system comprises a plurality of laundry machines (29) individually usable by a customer upon payment of a corresponding fee, computing means (1) connected to control the activation of each of the laundry machines (29), a customer terminal (5) operable by the customer to select a laundry machine (29) for use by the customer and to indicate the selected machine to the computing means (1), and a centralised coin, note or credit card machine (25) for accepting payment from a customer in respect of a selected laundry machine (29), the computing means (1) being operable to activate the selected laundry machine (29) in response to receipt of the corresponding fee by the centralised coin machine (25). Relay (32) is activated for a desired period of time during which the internal timer of the laundry unit operates. Excess inserted money may be used immediately to purchase detergent or a further service or may be stored, in which case the customer inputs a personal code. A monitor (17) may display or a printer (21) may print a report of the various services carried out over a period of time, the information being accessed from the computer memory. The system may include means for automatically switching on and off lights and doors and a safe for the coins inserted.



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